

SUPPORT WORKER (NON-MEDICAL)

The responsibilities for support workers include:

- First point of contact for service users in the clinic or health promotion setting
- Listening to the service users needs and identifying other needs they may have
- Completing data collection forms with the service user
- Engaging with the medical staff at the clinic to provide appropriate information to the service user
- Assisting service users with administrative procedures and advocating on their behalf to the mainstream NHS services
- Accompanying service users to their appointments, if needed

Qualities for volunteering as a support worker include:

- Good social and communication skills to make service users feel comfortable
- Non-judgmental behaviour or attitude towards service users and confidence in working with service users from diverse backgrounds.
- Previous experience in working with vulnerable people, such as migrants or homeless
- Confidence in working with interpreting services
- Fluency in English